

*Note: This English translation is for reference purposes only. In the event of any discrepancy between the Japanese original and this English translation, the Japanese original shall prevail.*

March 28, 2024

To Whom It May Concern,

Name of Company: transcocosmos inc.  
Representatives: Masaaki Muta, Representative Director, Co-president  
Takeshi Kamiya, Representative Director, Co-president  
(Code No.9715, Tokyo Stock Exchange, Prime Market)  
Contact: Norikazu Okayasu  
Corporate Officer, Manager of Public Relation & Advertising Dept.  
Department Phone Number: +81-3-6709-2251

## Announcement Regarding Organizational and Personnel Change

transcocosmos (the Company) hereby notifies that the Company resolved to make the following organizational and personnel changes of its directors and corporate officers at the Company's board of directors meeting held on March 28, 2024.

### Details

#### 1. Major organizational changes (effective as of April 1, 2024)

##### (1) CX Business Headquarters

- Establish Service Development Division under the DCC Sector
- Rename the Human Resources Development Division under the DCC Sector, Talent Strategy Division
- Rename the Operations Transformation Division under the DCC Sector, Business Planning Division
- Reorganize the nine division-level organization (Strategic Account Division I to III and Service Division I to VI) and three department-level organizations (Service Department VII to IX) under the DCC Sector into eight division-level organizations (Service Division I to VIII) and two department-level organizations (Service Department IX and X)

##### (2) BPO Services Headquarters

- Establish AM Division
- Move the three department-level organizations (AM Department I to III) under the Business Promotion Division and set under the AM Division, and reorganize them into five department-level organizations under the AM Division (AM Department I to V)
- Establish Group Promotion Department under the Business Promotion Division

##### (3) Sales-related departments

- Establish Group Sales Headquarters
- Move the Sales Headquarters and set under the Group Sales Headquarters

- Rename the AE Sector under the CX Business Headquarters, CX-AE Headquarters, and set under the Group Sales Headquarters
- Integrate the Sales Strategy Division under the Sales Headquarters and the AE Strategy Division under the AE Sector of CX Business Headquarters into Group Sales Strategy Division under the Group Sales Headquarters

(4) Corporate-related departments

- Rename the Sustainability Business Development Department under the Business Development Sector, SX Division
- Rename the Engineering Division under the CX Business Headquarters, Engineering Division, and set under the Co-president
- Rename the Corporate Management Headquarters, Corporate Headquarters
- Rename the Information Systems Division under the Corporate Headquarters, Group Information Systems Division
- Establish Patent Management Office under the Corporate Headquarters

2. Changes in directors' areas of responsibility (effective as of April 1, 2024)

Name	New Roles & Responsibility	Current Roles & Responsibility
Masatoshi Kouno	Representative Director, Executive Vice President, Headquarters Manager of BPO Services Headquarters & Responsible for Quality Control Department	Representative Director, Executive Vice President, Headquarters Manager of BPO Services Headquarters & Responsible for Information Systems Division & Responsible for Quality Control Department
Hiroshi Kaizuka	Director, Executive Vice President, Headquarters Manager of Group Sales Headquarters & Headquarters Manager of Sales Headquarters	Director, Executive Vice President, Headquarters Manager of Sales Headquarters & Responsible for AE Sector, CX Business Headquarters
Kiyoshi Shiraishi	Director, Senior Corporate Executive Officer & CTO, Responsible for Engineering Division & Responsible for Group Systems Division & Responsible for Patent Management Office, Corporate Headquarters	Director, Senior Corporate Executive Officer & CTO, Responsible for Information Systems Division, Corporate Management Headquarters & Responsible for Systems Department

3. Changes in corporate officers' areas of responsibility (effective as of April 1, 2024)

Name	New Roles & Responsibility	Current Roles & Responsibility
Hiroyuki Uchimura	Senior Corporate Executive Officer Deputy Headquarters Manager & Division Manager of Business Promotion Division, BPO Services Headquarters	Senior Corporate Executive Officer Deputy Headquarters Manager & Division Manager of Business Promotion Division & Department Manager of UE Services Coordinate Department, Business Promotion Division, BPO Services Headquarters
Shunsuke Okamoto	Senior Corporate Executive Officer Responsible for Group Information Systems Division, Corporate Headquarters	Senior Corporate Executive Officer Responsible for Special Mission Projects, Directly reporting to President's Office & Responsible for Information Systems Division, Corporate Management Headquarters

Name	New Roles & Responsibility	Current Roles & Responsibility
Satoshi Takayama	Corporate Executive Officer Department Manager of Public Relations & Advertising Department & Division Manager of SX Division, Business Development Sector & Deputy Headquarters Manager of Sales Headquarters, Group Sales Headquarters & Department Manager of Sustainability Promotion Department, Corporate Headquarters	Corporate Executive Officer Department Manager of Public Relations & Advertising Department, Business Development Sector & Deputy Headquarters Manager & Responsible for Sales Division VI, Sales Headquarters & Department Manager of Sustainability Promotion Department, Corporate Management Headquarters
Norimitsu Miyazawa	Corporate Executive Officer Deputy Headquarters Manager of Group Sales Headquarter & Sector Manager of CX-AE Sector & Deputy Headquarters Manager of CX Business Headquarters & Deputy Division Manager of Marketing Division	Corporate Executive Officer Deputy Headquarters Manager of CX Business Headquarters & Deputy Headquarters Manager of Sales Headquarters & Sector Manger of AE Sector, CX Business Headquarters & Deputy Division Manager of Marketing Division
Hisao Horiishi	Corporate Executive Officer Co-headquarters Manager & Division Manager of Legal & Compliance Division, Corporate Headquarters	Corporate Executive Officer Co-headquarters Manager & Division Manager of Legal & Compliance Division, Corporate Management Headquarters
Toshio Tokoro	Corporate Senior Officer Division Manager of Engineering Division & Deputy Headquarters Manager & Responsible for Digital Interactive Business Division, CX Business Headquarters	Corporate Senior Officer Deputy Headquarters Manager & Division Manager of Digital Interactive Business Division, CX Business Headquarters & Division Manager of Engineering Division & Responsible for Systems Department
Kazuhiko Yamaki	Corporate Senior Officer Deputy Headquarters of Sales Headquarters, Group Sales Headquarters	Corporate Senior Officer Deputy Headquarters Manager & Responsible for Sales Division I, Sales Headquarters
Kazuhiko Tabuchi	Corporate Senior Officer Responsible for DCC Strategy, directly reporting to Group Sales Headquarters & Deputy Headquarters Manager & Co-sector Manager of DCC Sector, CX Business Headquarters	Corporate Senior Officer Deputy Headquarters Manager & Deputy Sector Manager of AE Sector & Co-sector Manager of DCC Sector & Responsible for AE Division II, AE Sector, CX Business Headquarters
Sinji Kanazawa	Corporate Senior Officer Division Manager of Global E-Commerce・Direct Sales Promotion Division, Business Development Sector & Deputy Headquarters Manager of Global Sales Headquarters	Corporate Senior Officer Division Manager of Global E-Commerce・Direct Sales Promotion Division, Business Development Sector & Deputy Headquarters Manager of Sales Headquarters
Keisuke Yoshida	Corporate Senior Officer Deputy Headquarters Manager & Responsible for West Japan Sales Division I and West Japan Sales Division II, Group Sales Headquarters	Corporate Senior Officer Deputy Headquarters Manager of Sales Headquarters
Tutomu Hasegawa	Corporate Senior Officer Corporate Headquarters Representative Director & Chairman of transcosmos Partners Inc.	Corporate Senior Officer Corporate Management Headquarters Representative Director & Chairman of transcosmos Partners Inc.

Name	New Roles & Responsibility	Current Roles & Responsibility
Takeshi Kawamoto	Corporate Senior Officer Deputy Division Manager of Business Promotion Division & Department Manager of DX Promotion Department & Department Manager of Group Business Planning Department, BPO Services Headquarters	Corporate Senior Officer Deputy Division Manager of Business Promotion Division & Department Manager of DX Promotion Department, BPO Services Headquarters
Hirofumi Inoue	Corporate Senior Officer Deputy Manager of Human Resources Sector, Corporate Headquarters	Corporate Senior Officer Deputy Manager of Human Resources Sector, Corporate Management Headquarters
Hideki Nagura	Corporate Senior Officer Co-headquarters Manager & Sector Manager of Human Resources Sector & Responsible for Human Resources Division, Corporate Headquarters	Corporate Senior Officer Co-headquarters Manager & Sector Manager of Human Resources Sector & Responsible for Human Resources Division, Corporate Management Headquarters
Makoto Noguchi	Corporate Senior Officer Co-headquarters Manager & Responsible for Accounting & Finance Division, Corporate Headquarters	Corporate Senior Officer Co-headquarters Manager & Responsible for Accounting & Finance Division, Corporate Management Headquarters
Katsunari Kobayashi	Corporate Senior Officer Co-division Manager of DX Promotion Division, CX Business Headquarters & Responsible for TCIDX Strategy, directly reporting to Group Sales Headquarters & Deputy Division Manager of Marketing Division	Corporate Senior Officer Deputy Headquarters Manager & Responsible for Nationwide Distributor Sales Promotion Office & Responsible for Sales Division II, & Deputy Division Manager of Alliance Sales Promotion Division, Sales Headquarters & Deputy Sector Manager of AE Sector, CX Business Headquarters & Deputy Division Manager of Marketing Division
Kazuo Asano	Corporate Senior Officer Deputy Headquarters Manager & Division Manager of Alliance Sales Promotion Division, Group Sales Headquarters	Corporate Senior Officer Deputy Headquarters Manager & Division Manager of Alliance Sales Promotion Division, Sales Headquarters
Kotobuki Morita	Corporate Senior Officer Co-division Manager of DX Promotion Division & Responsible for Analytics Division & Deputy Sector Manager of DCC Sector, CX Business Headquarters	Corporate Senior Officer Division Manager of DX Promotion Division & Responsible for Analytics Division & Deputy Sector Manager of DCC Sector, CX Business Headquarters
Kei Yamane	Corporate Senior Officer Co-division Manager of Group Information Systems Division, Corporate Headquarters & Directly reporting to Global Business Headquarters	Corporate Senior Officer Co-division Manager of Information Systems Division, Corporate Management Headquarters & Directly reporting to Global Business Headquarters
Takayuki Maeda	Corporate Officer Deputy Headquarters Manager of CX-AE Headquarters, Group Sales Headquarters & Deputy Division Manager of Digital Interactive Business Division, CX Business Headquarters	Corporate Officer Deputy Sector Manager of AE Sector, CX Business Headquarters

Name	New Roles & Responsibility	Current Roles & Responsibility
Hiroimitsu Kaneda	Corporate Officer Co-sector Manager of DCC Sector & Deputy Division Manager of DX Promotion Division, CX Business Headquarters	Corporate Officer Co-sector Manager of DCC Sector, & Division manager of Communication Platform Promotion Division, CX Business Headquarters
Masanori Sato	Corporate Officer Co-sector Manager of DCC Sector, CX Business Headquarters	Corporate Officer Co-sector Manager of DCC Sector & Division Manager of Service Division VI, CX Business Headquarters
Daisuke Fujita	Corporate Officer Division Manager of AM Division & Deputy Division Manager of Business Promotion Division, BPO Services Headquarters	Corporate Officer Deputy Division Manager of Business Promotion Division, BPO Services Headquarters
Kazutoshi Kurokawa	Corporate Officer Deputy Division Manager of Business Promotion Division & Department Manager of BPO Services Coordinate Department, BPO Services Headquarters	Corporate Officer Deputy Division Manager of Business Promotion Division & Department Manager of BPO Services Coordinate Department & Deputy Sector Manager of BPI Sector, BPO Services Headquarters
Yuji Hishinuma	Corporate Officer Division Manager of Sales Division III, & Responsible for Sales Division VI, Sales Headquarters, Group Sales Headquarters	Corporate Officer Division Manager of Sales Division VI, Sales Headquarters
Koichi Odagiri	Corporate Officer Division Manager of Sales Division IV, Sales Headquarters, Group Sales Headquarters	Corporate Officer Division Manager of Sales Division IV, Sales Headquarters
Masahiko Doi	Corporate Officer Division Manager of West Japan Sales Division II, Sales Headquarters, Group Sales Headquarters	Corporate Officer Division Manager of West Japan Sales Division II, Sales Headquarters
Hirofumi Inaba	Corporate Officer Deputy Headquarters Manager & Responsible for Sales Division III, Sales Headquarters, Group Sales Headquarters	Corporate Officer Division Manager of Sales Division III, Sales Headquarters & Responsible for AE Division III, AE Sector, CX Business Headquarters
Dai Nakamura	Corporate Officer Division Manager of Sales Strategy Division, Group Sales Headquarters & Deputy Division Manager of Global Sales Division, Global Business Headquarters & Deputy Division Manager of Marketing Division	Corporate Officer Division Manager of Sales Strategy Division, Sales Headquarters & Deputy Division Manager of Global Sales Division, Global Business Headquarters & Deputy Division Manager of AE Strategy Division, AE Sector, CX Business Headquarters & Deputy Division Manager of Marketing Division
Kenichi Ooya	Corporate Officer Deputy Division Manager of Corporate Strategy Division & Co-headquarters Manager & Office Director of Group Management Promotion Office, Corporate Headquarters	Corporate Officer Deputy Division Manager of Corporate Strategy Division & Co-headquarters Manager & Office Director of Group Management Promotion Office, Corporate Management Headquarters

Name	New Roles & Responsibility	Current Roles & Responsibility
Masato Ogino	Corporate Officer Deputy Headquarters Manager & Responsible for M&A Advisory Services Division, Corporate Headquarters	Corporate Officer Deputy Headquarters Manager & Responsible for M&A Advisory Services Division, Corporate Management Headquarters
Hiroyuki Kohara	Corporate Officer Deputy Headquarters Manager & Division Manager of Administration Division, Corporate Headquarters	Corporate Officer Deputy Headquarters Manager & Division Manager of Administration Division, Corporate Management Headquarters
Atsuhiko Suwahara	Corporate Officer Deputy Headquarters Manager & Division Manager of Affiliated Company Corporate Management Division, Corporate Headquarters	Corporate Officer Deputy Headquarters Manager & Division Manager of Affiliated Company Corporate Management Division, Corporate Management Headquarters
Haruka Kikuchi	Corporate Officer Deputy Headquarters Manager & Division Manager of Global Affiliated Company Corporate Management Division, Corporate Headquarters	Corporate Officer Deputy Headquarters Manager & Division Manager of Global Affiliated Company Corporate Management Division, Corporate Management Headquarters
Kenichi Hotei	Corporate Officer Co-division Manager of Group Information Systems Division & Deputy Headquarters Manager of Corporate Headquarters	Corporate Officer Co-division Manager of Information Systems Division, Corporate Management Headquarters & Deputy Division Manager of DX Strategy Division, BPI Sector, BPO Services Headquarter & Deputy Headquarters Manager, Corporate Management Headquarters
Daisuke Sakakibara	Corporate Officer Deputy Sector Manager of CX-AE Headquarters & Responsible for AE Editorial Office II, Group Sales Headquarters & Deputy Division Manager of Digital Agency Business Division, CX Business Headquarters	Corporate Officer Deputy Sector Manager of AE Sector, & Office Director of AE Editorial Office II, CX Business Headquarters
Seigo Tasaki	Corporate Officer Deputy Division Manager of Business Promotion Division & Department Manager of ITO Services Coordinate Department, BPO Services Headquarters	Corporate Officer Deputy Division Manager of Business Promotion Division & Department Manager of ITO Services Coordinate Department & Deputy Sector Manager of BPI Sector, BPO Services Headquarters

AE: Account Executive; AM: Account Management; BPI: Business Process Innovation;

DCC: Digital Customer Communication; DS: Direct Sales; SX: Sustainability Transformation

4. New organization chart (effective as of April 1, 2024)

